

## ***Telecommunicator Certification Requirements***

To obtain certification as a Telecommunicator by the State of Connecticut an individual must:

1. Complete a state-approved Telecommunicator Training Program.
2. Achieve a passing grade on the State Telecommunicator Exam.
3. Complete a probationary work period as verified by the employer.

The employer must send a letter to the Office of Education & Data Management indicating successful completion of a working test period with that agency.

4. Complete an OSET approved EMD training class.

## ***Registration Procedures to Enroll in the Program***

Classes fill up very quickly; early registration is recommended

Employers can register students for classes by completing the registration form and faxing it to the Office of Education & Data Management at (860) 685-8611. Deadline for registration is **3 weeks before the class begins.**

A confirmation letter with the class schedule and directions to the facility will be mailed to each student with a copy to the employer.

All State-sponsored Telecommunicator Training Courses are free of charge.

## ***9-1-1 Equipment Training***

Students who successfully complete telecommunicator training must also attend free of charge, a separate, 4-hour, hands-on equipment class. Or may attend a 4-hr in-house 911 training program. In this case, the certified instructor must sign and submit verification to the Office of Education and Data Management.

## ***Functional Areas of the Training Program***

- Unit 1** Interpersonal Communications and Stress Management
- Unit 2** Organization of the Communications Function and the Telecommunicator Role in Public Safety
- Unit 3** Public Safety Telecommunications Systems
- Unit 4** Basics of Radio Broadcasting and Broadcast Rules & Procedures
- Unit 5** Public Safety Telecommunications Record Systems
- Unit 6** Telephone Techniques
- Unit 7** Telecommunicator Liability Issues
- Unit 8** E9-1-1 Systems and Operating Procedures; Telecommunications Devices for the Deaf (TDD)\*
- Unit 9** Police Dispatching Functions
- Unit 10** Fire Dispatching Functions
- Unit 11** Emergency Medical Dispatch
- Unit 12** Hazardous Materials Awareness \*\*

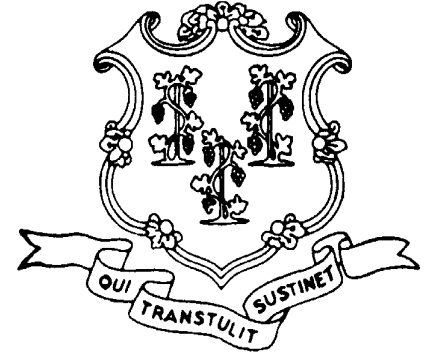
\*\* Students may attend a comparable OSET approved class and submit evidence of completion to be exempt from this unit.

## ***EMD Training Requirements***

Public Act 00-151 requires that all PSAPs provide Emergency Medical Dispatch (EMD) services no later than July 1, 2004. The Office of Statewide Emergency Telecommunications will reimburse PSAPs for the cost of EMD training for public safety telecommunicators.

For information on reimbursement contact the Office of Statewide Emergency Telecommunications at (860) 685-8080.

# **Public Safety Telecommunicator Training Program 2006**



**State of Connecticut  
Department of Public Safety  
Division of Fire, Emergency  
and Building Services**

**Office of Education and  
Data Management**

**1111 Country Club Road  
Middletown, CT 06457**

**Phone (860) 685-8372  
Fax (860) 685-8611**

[www.ct.gov/dps](http://www.ct.gov/dps)

Department Of Public Safety  
Division Of Fire, Emergency And Building Services  
Office Of Education And Data Management

**TELECOMMUNICATOR TRAINING REGISTRATION FORM**

**PLEASE PRINT CLEARLY**

<b>CLASS INFORMATION</b> (see schedule of training programs listed below)			
CLASS #: _____		CLASS DATE: _____	
CLASS LOCATION: _____			
<b>STUDENT INFORMATION</b> (to be completed by student)			
NAME: _____			
ADDRESS: _____			
CITY: _____		STATE: _____	ZIP CODE: _____
HOME PHONE: ____ (____) _____		SS #: _____	
SIGNATURE: _____			
<b>EMPLOYER INFORMATION</b> (to be completed by employer)			
EMPLOYER NAME: _____			
ADDRESS: _____			
CITY: _____		STATE: _____	ZIP CODE: _____
WORK PHONE: ____ (____) _____		EMAIL: _____	
STUDENT DATE OF HIRE AS TELECOMMUNICATOR: _____			
SUPERVISOR'S NAME: _____			
SUPERVISOR'S SIGNATURE: _____			
<b>2006 SCHEDULE OF TRAINING PROGRAMS</b> All <u>DAY</u> Classes start at 9 a.m. and end at 4:30 p.m.			
#96	January 23 – 31, 2006 (Days) Department of Public Safety	#100	April 17 – 25, 2006 (Days) Cromwell Fire Department, Coles Rd.
<del>#97</del>	<del>February 7 – March 7, 2006 (Evenings)</del> <del>[Tuesdays, Wednesdays, &amp; Thursdays]</del> <del>Department of Public Safety</del> <del>6:30 p.m. – 9:30 p.m.</del>	#101	June 19 – 27, 2006 (Days) CT Fire Academy, Windsor Locks
#99	March 20 - 28, 2006 (Days) Trumbull Center Station #1	#102	August 21 – 29, 2006 (Days) Cromwell Fire Department, Coles Rd.
		#103	October 16 – 24, 2006 (Days) New Haven Regional Fire School